

GCIC Operations

The Georgia Crime Information Center (GCIC) is the chief provider of criminal justice information in the state of Georgia. With a staff of 117 state and grant-funded employees, GCIC assists criminal justice agencies statewide and nationwide by providing round-the-clock access to needed information.

INFORMATION Services

The Criminal Justice Information System (CJIS) is a computerized network that provides law enforcement with access to important criminal justice information. Various databases make up the system, and the network is accessible 24 hours a day.

CJIS contains information on:

- Wanted and missing persons
- The Sexually Violent Offender Registry

- The Protective Order Registry
- Stolen property (vehicles, guns, boats, and securities, etc.
- Access to other local, state and national files.

GCIC services also include:

- The Automated Fingerprint Identification System (AFIS)
- Computerized Criminal History (CCH) file
- Uniform Crime Reporting (UCR) records.

FINGERPRINT IDENTIFICATION

ELECTRONIC SUBMISSIONS: Electronic submissions refer to technology using "live scan" or "card scan" devices to electronically capture fingerprints at local booking stations and then transfer them to GCIC's Automated Fingerprint Identification System (AFIS). This process saves time and effort during the booking process and significantly improves the quality of post-arrest fingerprints. In addition, fingerprint checks for non-criminal justice purposes (e.g. employment, licensing, adoptions, etc.) may also be submitted electronically via such devices.

During FY'06, 39 additional local law enforcement and

Command Staff



Paul Heppner
Deputy Director

Computer Services



Gib Heuett
Assistant Deputy
Director

Information Services



Terry Gibbons
Assistant Deputy
Director

applicant agencies began transmitting electronic fingerprint images and data to the state's AFIS via live scan and card scan devices. A total of 175 agencies currently submit arrest and applicant fingerprints electronically for their agencies and 399 other agencies for which they provide booking and applicant services. Electronic transmissions represent 87 percent of criminal and 25 percent of applicant fingerprint cards received for processing. The average processing time for electronic transmission is minutes. This includes identification, transmission of responses to the booking agency, and where applicable, update and creation of a Georgia computerized criminal history record and electronic sub-

mission to the FBI.

REMOTE ACCESS: Remote terminals connected to the host AFIS are used to extend AFIS technology to the local agency for identification of arrested offenders and to allow searching of latent fingerprints lifted from crime scenes. Twenty-two local agencies access and search the state's fingerprint database via an AFIS remote fingerprint workstation. These agencies also may extend this service to surrounding jurisdictions.

A total of 11,701 tenprint and latent print searches were initiated from these AFIS remote terminals during FY'06. These inquiries resulted in 699 tenprint (offender identification) hits and 1,261 hits on latent prints left at crime scenes.

FY'06: Local Agencies with Remote Access

- Athens-Clarke Police Department
- Atlanta Police Department
- Bibb County Sheriff's Office
- Clayton County Sheriff's Office
- Cobb County Police Department
- Cobb County Sheriff's Office
- Columbus Police Department
- DeKalb County Police Department
- DeKalb County Sheriff's Office
- Dougherty County Sheriff's Office
- Douglas County Sheriff's Office
- Fayette County Sheriff's Office
- Fulton County Sheriff's Office
- Glynn County Sheriff's Office
- Gwinnett County Police Department
- Lowndes County Sheriff's Office
- Marietta Police Department
- Macon Police Department
- Richmond County Sheriff's Office
- Savannah/Chatham County Metropolitan Police Department
- Thomas County Sheriff's Office
- Whitfield County Sheriff's Office

Plans & Program Development



Terri Fisher
Assistant Deputy
Director

Compliance & Customer Support



Shirley Andrews
Assistant Deputy
Director

Chief of Staff



Neil Gerstenberger

FY'06 OPERATIONAL

ACTIVITY: The chart (to right) represents significant operational activity associated with criminal, applicant, and juvenile fingerprint identification services. AFIS matches represent the total number of hits made against stored fingerprints of previous offenders. Tenprint to latent inquiries are those automated searches made against the Unsolved Latent Print file from arrest and applicant prints processed daily. These are in addition to the direct latent search queries

performed by GBI's Division of Forensic Science or from AFIS remote sites.

During FY'06, total submissions of criminal fingerprint cards – including live scan transmissions –

increased two percent, while submissions of applicant fingerprint cards increased 18 percent over FY'05 totals. Applicant fingerprint cards were processed within 33 days of receipt.

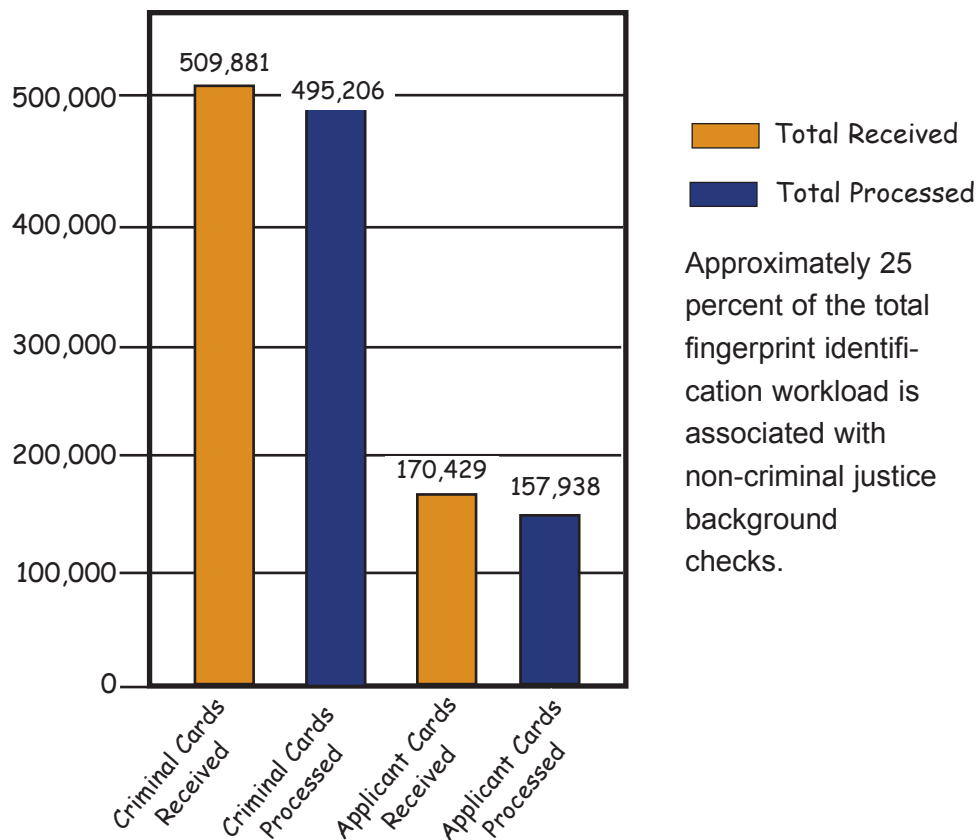
FY'06: AFIS Production

Activity

Production

AFIS Searches	583,588
AFIS Matches	353,696
Tenprint to Latent Inquiries	598,220
Tenprint to Latent Hits	90

FY'06: Production & Receipts



CRIMINAL HISTORY REPOSITORY

At the close of FY'06, GCIC maintained fingerprint and criminal history records on 2,808,141 individuals. Approximately 106,422 individuals were added to the Georgia Computerized Criminal History (CCH) file during the year, which represents a four percent growth rate. An additional 1,025,340 CCH

records were updated with subsequent arrest or disposition information.

Approximately 70 percent of all arrests dating from the early 1970s to the present have final dispositions reported. Seventy-five percent of all felony arrests reported in the last two to seven years have a final disposition reported. A total of 526,209 final dis-

position reports were posted to CCH records during FY'06, with 44 percent reported electronically from courts and prosecutors.

A total of 30,454 requests for special record reviews and corrections were completed during the fiscal year. These requests came from law enforcement/crimi-

nal justice agencies as well as attorneys and private individuals requiring record updates or modifications to ensure complete and accurate records.

A total of 1,761,900 Georgia CCH records were disseminated via the CJIS network to in-state and out-of-state criminal justice agencies.

PROTECTIVE ORDER REGISTRY

In May 1997, the FBI established a National Protection Order File, and GCIC implemented the programs to access and update the federal file. During the 2001 session of the Georgia General Assembly, a bill passed the legislature and was signed giving GCIC authority to develop and operate a state protective order registry. The registry was operational effective July 1, 2002.

The Georgia Protective Order Registry (GPOR) is an online, Web-based service that stores protective orders issued by the superior courts of Georgia. The goal of this registry is to enhance victim safety by providing law enforcement officers, prosecuting attorneys, and the courts 24-hours/seven-day-a-week access to protective orders issued by Georgia courts as well as courts in other states and jurisdictions.

There are currently twelve standardized forms that are included on the registry:

- Family Violence Ex Parte
- Family Violence Six Month
- Family Violence Year
- Family Violence Three Year/Permanent
- Stalking Ex Parte
- Stalking Six Month
- Stalking Year
- Stalking Three Year/Permanent
- Stalking Criminal
- Dismissal
- Continuance
- Modification.

Since implementation, more than 95,893 orders have been received and approximately 1,498 authorized users have been granted access to the Web-site.

SEXUALLY VIOLENT OFFENDER REGISTRY

The Georgia Sexually Violent Offender (SVO) Registry was enacted by the 1996 Georgia General Assembly and became operational during FY'97. Since that time, the GBI has reg-

istered 12,500 offenders, with 2,078 added during FY'06. More than 12,478 images of registered sex offenders have been placed on the Web-site. As a public service, the

GBI Web-page was launched on the Internet in FY'98. During FY'06, the SVO registry portion of the Web-page received 14,383,603 hits.

UNIFORM CRIME REPORTING

The Uniform Crime Reporting (UCR) program continued to provide crime and arrest statistics to local law enforcement agencies, the Governor and General Assembly, the Criminal Justice Coordinating Council, county and municipal officials, media representatives, and to interested citizens

through the publication of *Crime in Georgia-2005* and 96 special reports.

The UCR program also collects special Family Violence Act (FVA) incident reports. A total of 37,342 family violence incident reports were processed during FY'06.

The Georgia Crime Information Center

(GCIC) continued to develop a Web-based UCR Reporting system.

This new program will allow and require reporting of all UCR monthly, supplemental, and FVA reports via the Internet. Once the Web-based program is implemented, GCIC will no longer accept and process paper reports. Plans

are for the Web solution to be implemented during the first quarter of FY'07. Law enforcement agencies are being converted to this new system in phases to ensure that all are properly registered with a UCR Web user identification, password and security code.

COMPUTER Services

CJIS Network

The Criminal Justice Information System (CJIS) network is a telecommunications network that provides local and state criminal justice agencies access to a variety of person, property and information files. During FY'06, the CJIS network processed more than 14 million messages each month in support of criminal justice agencies within Georgia, the nation and around the world. The CJIS network had availability of 99 percent during FY'06. GCIC Computer Services - Integrated CJIS Data Center (ICDC) provided 24-hour/seven-day a week support for

agencies utilizing the CJIS. The ICDC responded to more than 79,000 service calls in FY'06. The CJIS network is now operating out of the state's new North Atlanta Data Center with the move from Archives in October 2005.

CJIS Connectivity Conversion

During FY'06, GCIC continued to work with the Georgia Technology Authority to finalize plans for major network developments including the Virtual Private Network (VPN) solution and the Multi-Protocol Layer Switching (MPLS) data line

conversion both to be implemented in FY2006/2007. VPN installs, which have begun, will provide a more secure overall network and insure the CJIS network meets stricter security standards set for connectivity to the FBI's National Crime Information Center databases.

The conversion of the current CJIS network's frame circuits will improve the speed of data transfer and provide lower cost options for agencies connecting to the CJIS network. MPLS will facilitate the conversion of the remaining CJIS terminals that have yet to switch to the TCP/IP protocol. TCP/IP allows agencies to take full advantage of expanded data capabilities such as imaging of fingerprints and mugshots.

Mainframe Computer Support

GCIC Mainframe Programming Unit Programmers developed and maintained hundreds of programs that support key systems such as the Criminal History File, Sex Offender Registry, Protection Order Registry, Uniform Crime Reporting, connectivity to NCIC and the Nlets - the International Justice and Public Safety Information Sharing Network to list a few. In FY'06 the new CJIS Message Switch was installed. It will provide for a new law enforcement portal as well as better integration of criminal justice information through the use of Global Justice XML.

Microcomputer Support

GCIC's Microcomputer Unit supports GBI's internal information technology (IT) infrastructure in more than 30 facilities housing more than 900 employees statewide. In addition, they developed case management systems plus provided critical IT support to the GBI in major cases. In FY'06, the case management system developed by the unit received the "Best of Georgia" public safety award at the Government Technology Conference in November 2005.

Investigative Support

GCIC's Computerized Investigative Support Unit extracts information to assist criminal justice agencies with criminal investigations as well as administrative management of the CJIS network. In FY'06, the unit continued to assist by providing more than 7,000 network/database searches.

COMPLIANCE

CJIS COMPLIANCE AUDITS

GCIC, as the CJIS Systems Agency for the state, is responsible for triennial audits of Georgia criminal justice agencies operating computer terminals on the CJIS network. During FY'06, GCIC's CJIS audit staff conducted 430 audits and 32 follow-up audits of local agencies. In addition, audit staff provided on-site advisory services to 209 local agencies. The audit team also administered 358 hours of training and testing to 1,109 criminal justice personnel.

The FBI Access Integrity Unit regards the Georgia CJIS audit program as one of the best in the nation. The FBI conducted a biennial audit of GCIC/GBI as well as selected local agencies in January 2005. This audit was one of the best for GCIC. All audited agencies as well as GCIC audit staff responsibilities were fully compliant.

All GCIC auditors are certified instructors through the Peace Officer Standards and Training Council (P.O.S.T.).

CCH COMPLIANCE AUDITS

The Computerized Criminal History (CCH) Compliance Audit is a valuable program that Georgia relies on to keep its CCH database up-to-date. New CCH audit requirements make continuation of this program imperative for Georgia's criminal justice system.

Utilizing federal funds awarded under the Edward Byrne Program for criminal history record improvement, GCIC grant staff conducts performance audits of Georgia criminal justice agencies, focusing on the reporting to GCIC of arrest fingerprint cards and corresponding final disposition information as required by state statute. In addition, grant staff researches local court and other criminal justice files seeking final disposition information that has not been previously reported for arrests that are on the CCH file/database.

During FY'06, grant staff:

- Conducted 514 CCH compliance audits
- Researched more than 23,997 reported arrests sent to GCIC without a corresponding final disposition
- Located final disposition information in more than 3,918 cases.

Such activity benefits not only criminal justice officials investigating criminal activity and adjudicating criminal cases, but also non-criminal justice users in making decisions regarding potential employment and licensing decisions.

CUSTOMER SUPPORT

GCIC's Customer Support Section is responsible for providing training and consultative services for Georgia's criminal justice

agencies on all GCIC programs and services. During FY'06, 7,924 criminal justice employees received training from 2,006 hours of

instruction. Each staff member of this section is a certified P.O.S.T. (Peace Officers Standards & Training) instructor. In addition, the

Customer Support representatives visited 1,427 criminal justice agencies while providing consultative services.

The Customer Support Section also planned and coordinated the 2005 Terminal Agency

Coordinator (TAC) Conference hosted by GCIC. More than 840 TACs attended the conference, receiving instruction on issues current to the operation of Georgia's criminal justice community.

Planning and support for this annual conference requires resources from all of GCIC's components.

Customer Support staff completed 491 statewide training sessions.

PLANS & PROGRAM Development

CCH SYSTEM REDESIGN & MODERNIZATION

The current Computerized Criminal History (CCH) system is 35 years old and is based on technology from the 1970s. The CCH database contains more than 2.8 million offenders with identification records, 10 million arrest records, 7 million judicial records and 900,000 custodial records. The system utilizes COBOL software and operates on a Unisys proprietary database management system (DMS). GCIC is seeking to replace the current CCH system with a modern, robust and real-time system.

The CCH system redesign and modernization project will be accomplished in phases. The first phase was completed in October 2002 with the analysis and documentation of the current CCH system by the Georgia Tech Research Institute (GTRI). The second phase was selecting a vendor for the implementation of the new system. A Request for Proposal (RTF) was released in June of 2005. Maximus was selected as the CCH vendor.

On-going Joint Application Development (JAD) sessions have been conducted with the GCIC project team and

external GCIC clients to gather information about the current CCH process. In addition, weekly project management and monthly executive level meetings are held to discuss any issues of concern and to keep the communication between Maximus and GBI open so the project will continue as scheduled.

Upcoming milestones for the CCH project include the installation of hardware and software, conversion of current data, user training and user acceptance testing. Project completion is scheduled for June 2007.

COURTS AUTOMATION

GCIC continues to be involved in court disposition automation efforts. There are now 225 courts representing 141 Georgia counties with automated

reporting capabilities. In addition, GCIC continues to work with the Georgia Superior Court Clerks' Cooperative Authority (GSCCCA)

to certify vendors/case management systems that will allow the automation of court disposition data from all 159 superior court clerks'

offices. To date, ten vendors/case management systems have met the GCIC and GSCCCA requirements for transmission of final disposition data.

AFIS UPGRADE

Georgia's Automated Fingerprint Identification System (AFIS) has the ability to electronically capture and send all fingerprint cards to the Federal Bureau of Investigation (FBI) Integrated Automated Fingerprint Identification System (IAFIS) and return state and federal identification responses to agencies that electronically submit transactions. In addition, GCIC has the capability to electronically receive arrest-booking photos (mugshots) and juvenile arrest records submitted by local law enforcement agencies.

GCIC has upgraded the Transaction Management System (TNET) of AFIS. The upgrade includes enhancement that provide for faster identification responses for criminal and applicant fingerprint records

submitted to GCIC and the FBI. In addition, the TNET upgrade allows for the acceptance of an electronic FBI rapsheet that local agencies can request through live scan submissions.

A future upgrade to AFIS will support the electronic receipt of court dispositions and custodial information, allowing a quicker update of criminal history record information. In addition, the upgrade will ensure that comprehensive data is available to support background checks on persons employed in or licensed for sensitive positions, and support the increasing need for criminal history record information available for authorized non-criminal justice purposes.

VIRTUAL PRIVATE NETWORK

The GCIC Criminal Justice Information System (CJIS) network is undergoing an extensive, system-wide conversion and upgrade.

Distinctive features of the new system will include a Virtual Private Network (VPN), employing SSL and IP/sec protocols and 128-

bit encryption for CJIS data to meet or exceed the FBI's information security requirements. Two-factor authentication will be used to ensure that the CJIS network validates and authenticates the user's identity and authorizations, providing an enhanced level of

both system and data security. In addition, the majority of law enforcement agencies have converted to a more efficient multi-protocol layer switching (MPLS) environment, virtually eliminating the requirement for expensive, dedicated communication lines.

LIVE SCAN / MUG SHOT / RAPSHEET

Georgia has implemented the capability for live scan systems to electronically submit mugshot images with each fingerprint submission to GCIC. The mugshot system has the capability to send data and images in the prescribed format to the transmitting

live scan system, which acts as a pass-through for the facial images to the GBI and FBI. All live scan vendors have upgraded their existing software to be compliant with the requirements of the AFIS TNET upgrade.

An exciting feature of this upgrade is the capability to

accept electronic FBI rapsheets. For each fingerprint record submitted electronically, local agencies have the option of requesting an FBI rapsheet. The rapsheet will be returned to the agency's live scan system.

CRIMINAL JUSTICE MESSAGE SWITCH

The cutover to the new law enforcement message switch (LEMS/JX) was successfully conducted on Sunday, May 21, 2006, and the migration from the old mainframe screens to the new Web-based LEMS/JX portal screens will begin in October 2006. These new screens utilize a Graphical User Interface (GUI) and have a "windows" like look that makes the application more user-friendly.

APPLICANT PRINT SERVICES

The Georgia Crime Information Center (GCIC) is responsible for processing all applicant fingerprint criminal history background checks for the State of Georgia. Additionally, GCIC transmits fingerprints eligible for a federal background check to the Federal Bureau of Investigation (FBI). Fingerprint-based criminal history background checks help agencies, businesses and others make decisions regarding such things as public and private employment, licensing, adoption, foster parent and child placement. Processing applicant fingerprint cards mailed to GCIC for a Georgia criminal history background check takes approximately seven to ten business days;

fingerprints submitted electronically typically process in less than 24 hours.

GCIC currently is in the process of selecting a service provider that will offer live scan support for applicant fingerprinting throughout the state. The service provider will be responsible for providing: live scan devices; support staff to take fingerprints and operate the devices; submission of electronic fingerprint transactions to GCIC; collection of processing fees and handling identification and no-record responses from the GBI and FBI and then returning these responses to the appropriate agency. The users of the service, not the general taxpayer, will bear the cost of this program.

SECURITY & INTEGRITY ONLINE TRAINING

GCIC is developing a computer-based training course for the security and integrity of driver's license, vehicle registration and criminal history record information. FBI and GCIC security policies require this course for all criminal justice employees who access this information. New employees must receive this training within 60 days of hire and all employees must be re-trained every two years. Agencies spend valuable resources in overtime and redirection of personnel in order to provide this training, which creates an overwhelming burden. The burden extends to GCIC Customer Support personnel to provide

training in a timely manner and this training consumes a major portion of time and resources, thereby limiting effective support in many other important areas of GCIC services.

The Security & Integrity On-line Training course is a web-based software application that uses an open standards learning management system. The computer-based course will allow interactive exercises to aid in knowledge retention of course information and the system will manage all learning components, security, enrollment and course structure of the Security & Integrity course certification.